

Below is an extensive list of recommended reading for further learning. The resources are grouped under the following headings (click to jump to each):

- [Clinical impacts of language barriers](#)
- [Comparisons between outcomes when using professional vs non-professional interpreters](#)
- [Working effectively with interpreters](#)
- [Guidelines for assessing whether an Interpreter is needed](#)
- [Other language related resources](#)

Clinical impacts of language barriers

<u>Title</u>	<u>Summary</u>	<u>Type</u> <u>(academic/other...)</u>	<u>ED-specific?</u>	<u>Country</u>
Chan, Yu-Feng, et al. "Interpreter services in emergency medicine." <i>The Journal of emergency medicine</i> 38.2 (2010): 133-139.	Explores the impact of using interpreters or not; also details differences in outcomes of professional vs non-professional interpreters	Article	Yes	US
Karliner, Leah S., et al. "Do professional interpreters improve clinical care for patients with limited English proficiency? A systematic review of the literature." <i>Health services research</i> 42.2 (2006): 727-754.	A systematic literature review exploring the evidence base regarding the impact on outcomes with use of interpreters	Article	No	
Ferguson, Warren J., and Lucy M. Candib. "Culture, language, and the doctor-patient relationship." <i>FMCH Publications and Presentations</i> (2002): 61.	literature review that assesses existing evidence for ethnic and racial disparities in the quality of doctor-patient communication and the doctor-patient relationship.	Article	No	US
Hudelson, Patricia. "Improving patient-provider communication: insights from interpreters." <i>Family Practice</i> 22.3 (2005): 311-316.	Explores interpreters experience and knowledge of key areas of mis-communication, including the role of cultural interpretation	Article	No – gen med; principle based	Switzerland
Timmins, C. L. (2002), The impact of language barriers on the health care of Latinos in the United States: a review of the literature and guidelines for practice. <i>Journal of Midwifery & Women's Health</i> , 47: 80-96.	A systematic review conducted of studies published in biomedical journals from 1990 to 2000 examining language barriers in health care for Latino populations. Aspects of the problem examined were access to health care, quality of care, and health status/health outcomes.	Article	No	
Flores, Glenn, et al. "The importance of cultural and linguistic issues in the emergency care of children." <i>Pediatric emergency care</i> 18.4 (2002): 271-284.	Literature review on paediatric articles related to culture and language and the impacts on outcomes	Article	Yes	US
Baker, David W., et al. "Use and effectiveness of interpreters in an	Explores for Spanish speaking patient	Article	Yes	US

emergency department." <i>JAMA: the journal of the American Medical Association</i> 275.10 (1996): 783-788.	rates of use of interpreters and outcomes on patient care and communication			
Bernstein, Judith, et al. "Trained medical interpreters in the emergency department: effects on services, subsequent charges, and follow-up." <i>Journal of Immigrant Health</i> 4.4 (2002): 171-176.	Explores the effects of language barriers on ED use and 90 follow up	Article	Yes	US
Johnstone, Megan-Jane, and Olga Kanitsaki. "Cultural racism, language prejudice and discrimination in hospital contexts: an Australian study." <i>Diversity in health and social care</i> 5.1 (2008): 19-30.	Interview based study exploring the exclusion of non-English speaking patients from health services	Article	No	Australia
Carrasquillo, Olveen, et al. "Impact of language barriers on patient satisfaction in an emergency department." <i>Journal of General Internal Medicine</i> 14.2 (1999): 82-87.	Cross-sectional survey; difference in patient satisfaction between English and non-English speaking (Hispanic) patients	Article	Yes	US
Divi, Chandrika, et al. "Language proficiency and adverse events in US hospitals: a pilot study." <i>International journal for quality in health care</i> 19.2 (2007): 60-67.	Explores ratio of adverse events between English and non-English speaking patients	Article	No, hospital based	US
Hampers, Louis C., and Jennifer E. McNulty. "Professional interpreters and bilingual physicians in a pediatric emergency department: effect on resource utilization." <i>Archives of pediatrics & adolescent medicine</i> 156.11 (2002): 1108.	Prospective cohort study examining: incidence and cost of diagnostic testing, admission rate, use of IV hydration and length of ED visit	Article	Yes	US
Johnstone, Megan-Jane, and Olga Kanitsaki. "Culture, language, and patient safety: making the link." <i>International journal for quality in health care</i> 18.5 (2006): 383-388.	Explores the issues from the perspective of patient safety and quality of health care services	Article	No	Australia
Sarver, Joshua, and David W. Baker. "Effect of language barriers on follow-up appointments after an emergency department visit." <i>Journal of General Internal Medicine</i> 15.4 (2004): 256-264.	Cohort study comparing likelihood of referral to and compliance with follow up appointments from ED for English vs non-English speaking patients	Article	Yes	US
Schenker, Yael, et al. "The impact of language barriers on documentation of informed consent at a hospital with on-site interpreter services." <i>Journal of general internal medicine</i> 22 (2007): 294-299.	Matched retrospective chart review study exploring impact of language barriers on rates of informed consent	Article	No	US
Lowell, Anne. "Communication and cultural knowledge in Aboriginal health care." <i>Darwin: Cooperative Research Centre for Aboriginal and Tropical Health</i> (2001).	Part 2 Explores the specific issues associated with Aboriginal interpreter services and recommendations	Report	No	NT Australia
Quyen Ngo-Metzger MD, M. P. H., Russell S. Phillips, and Sheldon Greenfield. "Providing high-quality care for limited English proficient patients: the	Explores outcomes on patient experiences and education received when no	Article	No	US

importance of language concordance and interpreter use." <i>Journal of General Internal Medicine</i> 22.2 (2007): 324-330.	interpreter used			
John-Baptiste, Ava, et al. "The Effect of English Language Proficiency on Length of Stay and In-hospital Mortality." <i>Journal of general internal medicine</i> 19.3 (2004): 221-228.	Retrospective analysis of admin data Explores adverse relationship between length of stay and non-English speaking background	Article	Hospital based	US
ACEM IHCC Podcast: Reducing Length of Stay at Northern health via https://www.acem.org.au/Education-Training/Educational-resources/Indigenous-Health-Cultural-Competency-(IH-CC).aspx	Explores data from Northern health on reduction in length of stay by increasing use of interpreters both in ED and with inpatients	Podcast	Hospital Based	Vic, Australia

Comparisons between outcomes when using professional vs non-professional interpreters

<u>Title</u>	<u>Summary</u>	<u>Type</u> <u>(academic/other...)</u>	<u>ED-specific?</u>	<u>Country</u>
Bischoff, Alexander, and Patricia Hudelson. "Communicating With Foreign Language-Speaking Patients: Is Access to Professional Interpreters Enough?." <i>Journal of travel medicine</i> 17.1 (2010): 15-20.	Outlines poorer quality of care and outcomes associated with use of non-professional interpreters	Article	No	Switzerland
Garcia, Estevan A., et al. "A comparison of the influence of hospital-trained, ad hoc, and telephone interpreters on perceived satisfaction of limited English-proficient parents presenting to a pediatric emergency department." <i>Pediatric Emergency Care</i> 20.6 (2004): 373-378.	Explores differences in quality of care, communication and patient satisfaction by interpreter type	Article	Yes	US (latino)
Rosenberg, Ellen, Robbyn Seller, and Yvan Leanza. "Through interpreters' eyes: comparing roles of professional and family interpreters." <i>Patient education and counseling</i> 70.1 (2008): 87-93.	Study involving video taping encounters and interviewing interpreters on a range of patient experience and outcome measures	Article	No	Canada
Flores, Glenn, et al. "Errors in medical interpretation and their potential clinical consequences in pediatric encounters." <i>Pediatrics</i> 111.1 (2003): 6-14.	Qualitative analysis of patient encounters comparing rate and significance of errors between professional and non-professional interpreters	Article	No, hospital based	US
Gray, Ben, Jo Hilder, and Hannah Donaldson. "Why do we not use trained interpreters for all patients with limited English proficiency? Is there a place for using family members?." <i>Australian journal of primary health</i> 17.3 (2011): 240-249.	Explores the contexts for assessing whether the benefits outweigh risks/costs of using a family member instead of professional interpreter	Article	No, primary care	Australia and NZ

Working effectively with interpreters

Title	Summary	Type (academic/other...)	ED-specific?	Country
Bonacruz Kazzi, G., and C. Cooper. "Barriers to the use of interpreters in emergency room paediatric consultations." <i>Journal of paediatrics and child health</i> 39.4 (2003): 259-263.	Explores the barriers in ED to accessing professional interpreters and provides recommendations for change	Article	Yes	Australia
Marion, Gail S., et al. "Working effectively with interpreters: a model curriculum for physician assistant students." <i>Medical Teacher</i> 30.6 (2008): 612-617.	A model outlining the "gold standard" processes for working with interpreters	Article	No	US
Jacobs, Elizabeth A., Lisa C. Diamond, and Lisa Stevak. "The importance of teaching clinicians when and how to work with interpreters." <i>Patient Education and Counseling</i> 78.2 (2010): 149-153.	Outlines a curriculum and critical issues for teaching doctors about best practice for working with interpreters	Article	No	US
Hudelson, Patricia, et al. "Self-Assessed Competency at Working with a Medical Interpreter Is Not Associated with Knowledge of Good Practice." <i>PloS one</i> 7.6 (2012): e38973.	Explores the specific skills and knowledge needed to work effectively with interpreters, and highlights underuse	Article	No	Switzerland
Diamond, Lisa C., et al. "Getting by: underuse of interpreters by resident physicians." <i>Journal of general internal medicine</i> 24.2 (2009): 256-262.	Explores why residents don't use interpreters as often as they are needed, and lack of skills in working effectively	Article	No, hospital based	US
Kalet AL; Mukherjee D; Felix K; Steinberg SE; Nachbar M; Lee A; Changrani J; Gany F. Can a web-based curriculum improve students' knowledge of, and attitudes about, the interpreted medical interview?. <i>Journal Of General Internal Medicine</i> . October 2005;20(10):929-934.	Outlines one webbased curriculum that attempts to teach best practice processes for working effectively with interpreters	Article	No	US
Bischoff, Alexander, et al. "Improving communication between physicians and patients who speak a foreign language." <i>The British Journal of General Practice</i> 53.492 (2003): 541.	Study exploring the impacts of direct attempts to improve the way doctors work with interpreters	Article	No	Switzerland
Haffner, Linda. "Translation is not enough. Interpreting in a medical setting." <i>Western Journal of Medicine</i> 157.3 (1992): 255.	Explores the other roles of interpreters such as cultural interpretation from a personal physician perspective	Article	No	US
Queensland Interpreter Services, How to work with an Interpreter onsite and on the phone http://www.health.qld.gov.au/multicultural/interpreters/how_to_work_int.pdf	Tip sheet for working effectively with interpreters	Guideline	No	Australia
AIS, How to Work with an Interpreter, via http://www.ais.nt.gov.au/_data/assets/pdf_file/0017/6542/AIS_Working_with_interpreter.pdf	Tip sheet for working effectively with interpreters	Guideline	No	Australia

Guidelines for assessing whether an Interpreter is needed

<u>Title</u>	<u>Summary</u>	<u>Type (academic/other...)</u>	<u>ED-specific?</u>	<u>Country</u>
AIS, Guidelines to help determine if an Aboriginal language interpreter is required, via http://www.drda.nt.gov.au/__data/assets/pdf_file/0019/6544/AIS_guidelines.pdf	Tip sheet for assessing need for interpreter by NT government Aboriginal Interpreter Services	Guideline	No	Australia
CEH, ASSESSING THE NEED FOR AN INTERPRETER, via http://www.ceh.org.au/downloads/ass_need_interpreter.pdf	Tip sheet for assessing need for interpreter by Centre for Ethnicity Culture and Health, Melbourne	Guideline	No	Australia

Other language related resources

<u>Title</u>	<u>Summary</u>	<u>Type (academic/other...)</u>	<u>ED-specific?</u>	<u>Country</u>
Butcher, Andrew. "Linguistic aspects of Australian Aboriginal English." <i>Clinical linguistics & phonetics</i> 22.8 (2008): 625-642.	Linguistic article exploring how Aboriginal English is different to standard Australian English	Article	No	Australia
ABS, "Feature article 3: Languages of Aboriginal and Torres Strait Islander peoples - a uniquely Australian heritage"; 1301.0 - Year Book Australia, 2009-10 via http://www.abs.gov.au/ausstats/abs@.nsf/Previousproducts/1301.0Feature%20Article42009%E2%80%9310?opendocument&tabname=Summary&prodno=1301.0&issue=2009%9610&num=&view	Explores the Indigenous language diversity of Australia, including history and currently spoken or threatened languages	Feature article	No	Australia
ABS, 4713.0 - Population Characteristics, Aboriginal and Torres Strait Islander Australians, 2006; Chapter: Language and Religion Via http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/4713.0Chapter182006	Details statistics regarding languages spoken in Aboriginal and Torres Strait Islander communities	Report	No	Australia
AIATSIS/FATSIL, National Indigenous Language Survey Report via http://arts.gov.au/sites/default/files/pdfs/nils-report-2005.pdf	Details current state of Indigenous languages and policy recommendations	Report	No	Australia
AUSTRALANG database Via http://austlang.aiatsis.gov.au/main.php	Can explore by language range of data including # speakers, programs etc	Database	No	Australia
Outlines of NAATI Credentials via http://www.naati.com.au/PDF/Misc/Outliness%20of%20NAATI%20Credentials.pdf	Explains the training levels required for different accredited standards of interpreters in Australia	Guideline	No	Australia